



EmployeeUPDATE

Our Mission: The North Carolina Department of Health and Human Services, in collaboration with its partners, protects the health and safety of all North Carolinians and provides essential human services.

A monthly publication for employees of the North Carolina Department of Health and Human Services

A message from the Secretary

DHHS Excels values, employees are key to success as DHHS meets challenges

I have been very busy in recent weeks attending numerous committee meetings and meetings with legislative members to discuss a myriad of issues and legislative proposals ranging from the budget, to streamlining our regulatory functions, to the reorganization of local health departments, to expanding the mental health managed care waiver, and many, many more.

One thing is for sure, our dedication to the values of DHHS Excels will become even more important as we tackle the budgetary and operational challenges that we will likely face once this legislative session has ended. All considered, YOU, the DHHS team, will be the key to our success in meeting these challenges.

Please allow me to thank each of you for the hard and dedicated work that you perform each day for the residents of the state of North Carolina. Our agency is so unique and honored that



Secretary Cansler

we have the opportunity to touch so many lives in so many ways.

Together we help provide better care for our children by ensuring that day

care programs are safe, immunizations are up to date, and healthcare is available. Together we care for and protect our senior citizens with access to and oversight of long-term care services and support, access to healthcare, as well as assisting to provide meals to the sick and shut in. Together we work to set a course of action for the fastest growing population of baby boomers, anticipating their health and safety needs. Together we work around the clock to provide care and treatment to those who are least able to care for themselves, who call our institutions and facilities home.

Your work is appreciated and valued, especially in the most difficult of times. It is during these difficult times that we as an organization can become stronger, more efficient, and work smarter for the

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people of North Carolina. Together we have experienced a very difficult budget time, perhaps the most difficult in the history of our state. This next year will perhaps be our greatest budget challenge, one that we must face and continue to push forward. There is not one of us who can accomplish this goal alone. We all must push forward together.

I ask you and encourage you to stand together, share your innovative ideas, provide leadership, and think daily about the millions we serve as we all pull together to continue our mission of providing important aid and assistance to the people of North Carolina. ■

DHHS Excels Update on Work Force Development

In the March issue of Employee Update, the formation of the Work Force Planning & Development Subcommittee of the Excels Steering Committee was announced.

Since then the subcommittee has developed a collaborative working relationship with the Office of State Personnel and learned about planning tools available for developing a work force plan for DHHS. OSP has committed staff to support the work of the subcommittee and provided work force data on the department as a whole as well as on individual agencies of the department.

The group determined that in addition to providing offices and divisions with demographic data about their specific agencies (for example, turnover rate, potential for retirements, average length of employment, average age of employees), it would be necessary to survey each DHHS agency to receive feedback on work force challenges specific to them.

To date the subcommittee has surveyed the support offices and some of the smaller service oriented agencies (for example, the Controller's Office, Division of Services for the Blind, the Office of Rural Health and the Office of Property and Construction). It is anticipated that the remaining service-related divisions and offices will be surveyed by the end of June. Once these interviews are completed, the input will be entered into a database at OSP for analysis. Results will be shared with offices and divisions as soon as they are available. ■

*– Sandra K. Trivett,
Special Projects Office*

DHHS Excels focuses department on mission, services

Question:

If you work on a ship that sails the oceans with a crew of 75 and 1,000 passengers and suddenly you learn that the same ship must cross the same ocean with a growing number of passengers but with a smaller crew, what do you do?

Answer:

The smaller crew must take the ship with more passengers across the ocean and do it as effectively as the crew of 75.

Solution:

The entire crew must work smarter, more efficiently, and make sure all the passengers' needs are met.



Although the ship analogy represents an imaginary microcosm, it also resembles the dilemma that state government – and the Department of Health and Human Services – are in as revenues are off, and more citizens need more services. If the ship were DHHS, the solution would be: DHHS Excels.

Through DHHS Excels, better ways of doing business are becoming more a part of the work culture of DHHS.

One staff member shared in an email some valuable takeaways from a leadership forum he attended earlier this spring at which Secretary Cansler was a presenter who spoke to an audience of business leaders about DHHS Excels.

Charles Williams, adult services coordinator in the Division of Aging and Adult Services, attended Governing North Carolina: A Leadership Forum held April 27 in Raleigh. The focus of the conference: How best to effectively govern North Carolina in 2011.

Some of the topics that were touched on looked at breaking down silos to improve collaboration, doing less with less, playing the hand you've been dealt. Secretary Cansler spoke about Health and Human Services, and gave the leaders a synopsis of what DHHS Excels is, and how important it is if the department is to meet the challenges of the future.

In his email, Williams shared his own view of the dilemma: "Government has not done a good job in educating the people on what they can or cannot have and the cost that is associated with those choices. Leadership too often has shied away from telling the people/voters the truth, and only found the political will to make changes now that there are not other choices. There are too many protecting their own turf, and holding back resources or information that if shared would ease the burden on all of us.

"We still have a mission, and that mission must be carried out."

Williams said state workers "stand ready to serve the people of North Carolina, and do not deserve the perception that many citizens have of workers squandering resources while providing little benefit to the public."

He paraphrased leadership characteristics mentioned at the forum. A good leader must have moral courage and be unafraid to take big risks.

Williams said he has no doubt his co-workers exhibit the leadership skills needed; and that Secretary Cansler's leadership with DHHS Excels and other initiatives is critical. But that's not enough. "We have to be leaders in every part of our job and cannot wait for others to ask us to step up. We are truly in this storm together and it will take all of us to get out." ■

– Jim Jones, DHHS Public Affairs

International award recognizes DHHS for NC FAST business operation improvements

The Department of Health and Human Services received recognition last month from Enterprise Ireland for service delivery transformation related to the NC FAST Program – North Carolina Families Accessing Services through Technology.

The 2011 Innovation in Social Enterprise Management Award was presented in Washington, D.C., during the 2011 Cúram Software International User Conference. The award recognizes how the NC FAST Program is organized and how the initiative is transforming business operations. The award was received by NC FAST Program Director Anthony Vellucci on behalf of the Division of Information Resource Management (DIRM).

Enterprise Ireland recognizes achievements accomplished by both the companies it supports and their customers. Enterprise Ireland began working with Cúram Software in 1997. DHHS selected Cúram's Business Application Suite as the software framework for NC FAST development in March 2009.

NC FAST is designed to improve the way DHHS and county departments of social services conduct business, enabling staff to spend less time performing administrative tasks, and more time assisting families.

nc fast
Families Accessing Services through Technology



It also will offer individuals and families looking for services a “no wrong door” approach where they will tell their story only once instead of the current process requiring multiple applications to receive services for which they may qualify.

More than nine DHHS service areas will be benefit by efficiencies resulting by NC FAST:

- Work First
- Medicaid
- Food and Nutrition Services
- Energy Assistance
- Refugee Assistance
- Child Care
- Child Welfare Services
- Adult Services
- Special Assistance for Adults

These services are administered by local Departments of Social Services and supervised by the DHHS Divisions of Social Services, Child Development, Aging and Adult Services, and Medical Assistance. Assistant Secretary for Finance and Business Operations Dan Stewart is the NC FAST executive sponsor for DHHS. NC FAST also receives support and guidance from the federal partners for the impacted programs.



Dan Stewart with award

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NC FAST, continued from page 4

NC FAST will design and implement an integrated case management system for many DHHS services and benefits to pull together information currently stored in 19 legacy applications/systems.

NC FAST will also provide functionality that does not exist today and will support the state's growing demands for economic benefits, child welfare, adult and aging services, health care reform, and, at the same time, it will increase accountability and integrity in the service delivery system.

The NC FAST Program will implement the Case Management system through six projects:

- Project 1, currently in progress, will automate requirements for Global Case Management and Food and Nutrition Services, and is scheduled to be completed in October 2012.
- Projects 2 and 6, which have been combined, are also in progress and are scheduled for completion in December 2013. Project 2/6 will implement all requirements for screening/eligibility determination and intake for Work First, Medicaid, Special Assistance and Refugee Assistance.
- Project 3 will implement Low-Income Energy Assistance Program, Child Care and Crisis Intervention Program (CIP) requirements.
- Project 4 will implement Child Welfare Services case management.
- Project 5 will address Aging and Adult Services requirements and is scheduled for completion in August 2017.

More information about NC FAST can be found at www.ncdhhs.gov/ncfast/. ■

– Joyce Young, Division of Information Resource Management

Dr. Farley takes retirement at 92

The words flowed easily for many of the speakers as they heaped praise and well wishes on Dr. William W. Farley upon his retirement as medical consultant for the state of North Carolina, Disability Determination Services.

Congressman Brad Miller dropped by the DDS offices in Raleigh on May 19 to thank him in person and present a flag certified to have been flown over the U.S. Capitol Building on July 1, 2010, when Farley was nearing his 19th year as an employee of the state of North Carolina. He'd started on Sept. 19, 1991.

At the time of his retirement, Farley, 92, was hailed as the oldest state employee.

The accolades arrived in letters including two from the state's U.S. senators, thanking him for his services as a doctor in the Army Medical Corps during World War II, for 40 years as a pediatrician in Raleigh, and for his nearly 20 years of service to the state DDS office, where he performed final reviews on disability determinations.



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Photos (clockwise from top)
DDS Director Michael Kaess
presents retirement certificate to
Farley; Farley during and before
retirement program.
– Photos by Jim Jones



Dr. Farley, continued from page 6

A letter from Sarah Henderson, disability program administrator for the Social Security Administration's Atlanta Regional Office, called him an "inspiration to follow" and conveyed from all the regional staff "heartfelt gratitude for your leadership and service."

Linda Harrington, director of the Division of Vocational Rehabilitation Services, as she spoke and reminded Farley that after six months of retirement he would become eligible to return to work as a 'temp.'

North Carolina Disability Determination Services Director Michael Kaess highlighted Farley's career path and then shared with Farley and well wishers what many already knew.

Kaess noted that Farley was well respected among coworkers. "Dr. Farley, sir . . . I've been told by many right here in this room that you presented the perfect example to the younger ones here in DDS as one of the 'Greatest Generation,'" Kaess said. "You set the mold

of a tremendous work ethic, every day displaying an attitude of enthusiasm and energy that served as a positive example to your coworkers."

Kaess said that while Farley may describe himself as a blessed man, that he has been a blessing to the citizens of North Carolina.

For Paulette Slayton, who retired two years earlier as North Carolina's DDS deputy director, there was much to say. "He was everyone's pediatrician and served in the agency's childhood case referrals," she said. "There were several employees here when he joined us whom he had cared for as babies," she said.

"He has a wonderful sense of humor and wisdom, taken from everyday life lessons." She shared a quotation provided by Rhonda Currie that seemed to sum up the value of Farley's lengthy career. Currie retired earlier this year as state DDS director, and was unable to attend. She selected a quote from Ralph

Waldo Emerson: "The years teach us much that the days never knew."

DDS medical consultant Dr. Jack Drummond - who said that with Farley's retirement he is now the most senior of the doctors on staff - told of the day many years ago when a six-year-old arrived at Raleigh's old Rex Hospital with a fever of 106 degrees, measles and pneumonia. "He stayed with that child overnight," Drummond said of Farley. "He didn't have to. He could have had a nurse to stay with him and come back in the morning. But Dr. Farley stayed with that child. That's the kind of man Dr. Farley is."

It was Farley's turn to speak. He ticked off the names of seven former pediatric patients whom he found working at DDS when he started there. About leaving, he poked fun at the bureaucracy. "I got out while I could," he said with a smile. "And it's not been easy. Too much paperwork, and when you think it is all done, they want something else."

Sporting a seersucker jacket and plenty of white hair on his head, he cracked a joke about how some folks say he resembles Matlock, from the television legal drama starring Andy Griffith.

In a more serious tone, Farley described his work at DDS as rewarding, and as a relief compared with his years in pediatrics. "It has been wonderful," he said "Weekends off, and no more calls getting me out of the house at two in the morning!" ■

— Jim Jones, DHHS Public Affairs



U.S. Representative Brad Miller presents U.S. flag to Farley.

20 years of accomplishments heralded for N.C. Child Fatality Task Force

The North Carolina Child Fatality Task Force was honored this spring by the UNC Injury Prevention Research Center with the 2011 Injury Prevention Impact Award.

The award was designed to honor individuals and/or organizations that have made significant and durable impacts on preventing injury and violence in North Carolina.

Since the task force was established by the legislature in 1991, it has been a driving force in significant policy changes to laws, rules and policies to support the safe and healthy develop-

ment of children and to prevent future child abuse, neglect and death, including:

- Child/booster/infant seat laws
- Graduated drivers' licenses
- Child welfare restructuring
- Infrastructure improvements to the perinatal health system
- Smoke detector and carbon monoxide requirements

In addition to the work of the task force, two former employees of the Division of Public Health were honored for their contributions. Tom Vitaglione, former head of the Women's and Children's Health Section, was recognized for de-

cades of tireless advocacy for children, child health and injury prevention as part of the task force and in his current role as Senior Fellow with Action for Children N.C. (formerly the N.C. Child Advocacy Institute).

The UNC Center also announced the creation of the John D. Butts Scholarship, honoring the recently retired chief medical examiner. The first scholarship of \$1,000 was presented to PhD student Lawrence Scholl from the UNC Gillings School of Public Health, to facilitate his work on youth suicide. ■

– Julie Henry, DHHS Public Affairs

Walter B. Jones ADATC director honored

Theresa Edmondson, director of the Walter B. Jones Alcohol and Drug Abuse Treatment Center, was presented the Dr. Frederick B. Glaser Award during the Addictions Medicine Conference in Asheville on April 30.

“I am very humbled by this recognition and sincerely appreciate the many professionals, patients and families that I have had the privilege to work with,” she said in accepting the award

The conference, sponsored by the Governor’s Institute on Substance Abuse, recognizes a substance abuse professional that has demonstrated significant contributions in increasing access to alcohol or other substance abuse care in areas of treatment, education, research or leadership.

Edmondson has served as director of Walter B. Jones Alcohol and Drug Abuse Treatment Center since 2002. In February, the Center received full accreditation by the Joint Commission, a national independent agency for accrediting all public and private health care facilities. It was recognized by the Joint Commission as a center of excellence for innovation.

Edmondson is a former substance abuse counselor at the Edgecombe-Nash Mental Health Center. She also



Theresa Edmondson and Dr. Fred Glaser, a pioneer of addiction medicine in North Carolina
Photo by Anthony McLeod, Governor’s Institute

served as the director of the Pitt County Mental Health Center Substance Abuse Program. She is an associate clinical professor in the Center for Alcohol and Drug Abuse Studies at the East Carolina University Brody School of Medicine.

She served as board member and president of the N.C. Foundation for Alcohol and Drug Studies; board member and treasurer of the Addiction Professionals of North Carolina;

a member of the Governor’s Institute on Substance Abuse; chairperson of the Pitt Community College Human Services Degree Advisory Board; board member of the Eastern Regional Substance Abuse Training Committee; and is a former member of the Commission on Substance Abuse Treatment and Prevention. ■

Elder Abuse Awareness effort under way; Remembrance Walk June 13

Each year during the observance of Elder Abuse Awareness, staff at the Division of Aging and Adult Services make purple ribbons to share throughout DHHS, and with other state, county and local agencies and organizations.

The purple ribbons provide the wearer a way to show support for awareness efforts on a daily basis.

Previously staff donated the supplies to create the ribbons but this year the awareness committee decided to host several workday lunches and raise funds for their outreach efforts. Committee members got a chance to show off their culinary skills while co-workers were treated to an affordable, home-cooked meal without a commute.

The efforts paid off as the committee was able to purchase ribbon-making supplies as well as signs that will be usable for years to come.

Participate in a Remembrance Walk for Elder Abuse Awareness on Dix Campus Monday, June 13, at 10 a.m. starting and ending at the Division of Aging and Adult Services, Taylor Hall. ■

– Lori Walston, DHHS Public Affairs



Nancy Warren, adult services program supervisory at DAAS, puts the finishing touches on her lasagna for the awareness committee's Italian Feast.



Staff from DAAS enjoy an Italian feast, one of several meals the Elder Abuse Awareness Committee planned to raise funds for outreach materials.

– Photos by Jim Jones



‘Text4baby’ campaign hopes to grow enrollments

The N.C. Division of Public Health invites all DHHS employees to help in a national effort to enroll one million moms in the Text4baby campaign.

From May 10 through October 20, states will compete to enroll as many users as possible in the free texting service that provides accurate, text-length health information and resources to moms via their cell phones. Already more than 5,000 women in North Carolina are signed up and health officials are hoping for more.

The top three states with the most users enrolled in Text4baby will be announced at the American Public Health Association annual meeting in Washington, D.C., in November.



According to the National Healthy Mothers, Healthy Babies Coalition, which runs the program, more than 85 percent of Americans own a cell phone and 72 percent of cell users send or receive text messages. The Text4baby

campaign is open at no cost to individuals without a text messaging plan. If someone has limited texts per month, Text4baby won't take away from that limit.

If you know a mom-to-be or new mom who could benefit from some additional help and support during pregnancy and through baby's first year, encourage them to sign up!

For information in English text BABY to 511411 or for Spanish text BEBE to 511411. ■

– Julie Henry, DHHS Public Affairs

Nichols named to deputy chief medical examiner post



Dr. Nichols

Dr. Clay Nichols became the state's new Deputy Chief Medical Examiner on January 3, 2011. He received his undergraduate and medical degrees from the University of Oklahoma, and completed his residency in anatomic and forensic pathology at the Medical College of South Carolina. Nichols is board-certified in Anatomic and Forensic Pathology. He is a Fellow in the College of American Pathologists. Prior to coming to North Carolina, Nichols was employed as a forensic pathologist in South Carolina for 20 years. ■

LeadershipDHHS nominations due June 30

All nominations for the 2011-2012 class of LeadershipDHHS must be submitted by June 30.

Division and office directors and all former graduates have been provided with the nominations information. If you know of someone who should be nominated, discuss it with your manager. The process requires that all submittals be accompanied by a personal leadership statement; be signed by the director of the division or office; and that multiple submittals by one division or office be prioritized.

Those nominated must have worked for state government for a minimum of two years and be ready to commit to attend all sessions. If you cannot find the information needed within your office or division in a timely manner, you may email DHHSexcels@dhhs.nc.gov for program information and the nomination form. ■

Assistive Technology partnership yields useful device

A simple, quick task for most, but for people with mobility challenges, even putting on one's shoes and socks can be labored and daunting.

Now help has arrived – thanks to an enterprising four-way partnership that includes the N.C. Assistive Technology Program (NCATP); Duke University; Portal Idea Navigation, a new product development firm; and LCI Inc., a Sanford community rehabilitation program.



Annette Lauber

Launched this spring, the “Shoe-In” is a device that helps people – who might otherwise spend 45 minutes or so donning their footwear — to do so independently and with relative ease.

The original design emerged three years ago when Laurence Bohs, a Duke biomedical engineering instructor, challenged students to develop a product to help people with disabilities.

Over the years, students in the class had collected more than a dozen awards for innovations in injury and orthopedic biomechanics.

One four-student team sought the advice of Annette Lauber, funding specialist with NCATP, in the Division of Vocational Rehabilitation Services. Lauber, who uses a wheelchair, readily pointed to the need for a shoes-and-

socks device. Existing products worked with either shoes or socks, but not both. The device she envisioned would save people 30 to 45 minutes in their morning routines.

“They watched me as I put on my shoes,” said Lauber. “They never doubted they would find a way to make the job quicker and easier.” And they did, a combination shoe stabilizer and shoe horn-type device that would also work for putting on socks. For their efforts, the team was named a winner in a national student design competition.

The next challenge: How could this good idea be developed into a viable commercial offering?

Enter Portal Idea Navigation, a newly-formed product development firm already working with LCI to develop

products for people with disabilities. Through that relationship, Portal had developed its Innovate brand.

Portal and Duke hammered out agreements on how they could develop student projects – an arrangement, Bohs says, that would rely on LCI and the NCATP for feedback on products being developed and for ideas for new ones.

The Shoe-In prototype has now been streamlined into the product

recently introduced at a national trade show.

Initial orders are coming in, and sales have created yet another opportunity. The product is being assembled, packaged and shipped from LCI's customer service center, providing hands-on job training for the program's clients with disabilities.

Reflecting NCATP's and her own role in the device's development, Lauber said: “For me and for many folks, a product that can so greatly simplify a routine task of daily living will make a huge difference.” ■

DMA Employee Appreciation



It was all fun and games – for half a day, anyway. Division of Medical Assistance tested their aim with darts against cash-filled balloons, or their timing in a cakewalk, during the Division's Employee Appreciation Day event May 5 in Haywood Gym. ■

– Photos by Brad Deen

